



IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit 2733  
Examiner Huy D. Vu

#10pre.B  
9/8/99  
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In Re: Alec Miloslavsky  
Case: P3253  
Serial No.: 08/948,530  
Filed: 10/9/97  
Subject: Apparatus and Methods Enhancing Call Routing  
To And Within Call-Centers

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Preliminary Amendment**

**In the claims:**

All of the claims standing for examination, except those canceled herein are reproduced below. Those claims amended herein are marked (Amended), and those claims which are not amended herein are marked (Unchanged).

/  
Cancel claims 1-5

SUB  
5/17  
6. (Amended) An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

an initial call-processing system [adapted for] receiving IPNT calls from customers over a wide area network (WAN), and including a [first] Service Control Point (SCP) processor [adapted for] routing the incoming

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